![LSC logo]

LEGAL SERVICES CORPORATION
Technology Initiative Grant Program
Client Web Site Evaluation System

INTRODUCTION AND OVERVIEW

I. Overview

The Legal Services Corporation has developed a Web Site evaluation system to conduct its first systematic assessment of the Technology Initiative Grant (TIG) program Web site projects. Recipients of TIG "new (1st year) web site grants" and "renewal (2nd year) website grants" must complete evaluations using the Client Web Site Evaluation System, the Advocate Web Site Evaluation System, and the Client Web Site User Interview instruments.

The sequence in which an individual grantee has implemented the different components of their web sites will dictate the specific instruments they should use to meet the particular evaluation requirements for their 1st and 2nd year website grants. Grantees that implemented the client side of their web sites first should complete the Client Web Site Evaluation System to meet the evaluation requirements for the new web site grants and the Advocate Web Site Evaluation System to meet the evaluation requirements for their renewal web site grants. Grantees that implemented the advocate side of their web sites first should complete the Advocate Web Site Evaluation System to meet the evaluation requirements for the new web site grants and the Client Web Site Evaluation System to meet the evaluation requirements for their renewal web site grants.

All grantees should complete the Client User Interview instruments as part of their renewal grant evaluations.

Recipients must complete all other grant milestone requirements prior to completing evaluations for1st or 2nd year grants. Grantees should contact Bristow Hardin (hardinb@lsc.gov) to ensure that they have met these requirements.

This overview of the Client Web Site system discusses:
1. LSC's multiple evaluation goals
2. The five Client Web Site evaluation instruments:
   - Web-based Statistics
   - Outreach Checklist
   - Access Challenges Assessment
   - Community Provider Survey
   - Summary Assessment and Grantee Evaluation Feedback Form

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3. The use of these instruments and their respective instructions and on-line reporting forms
4. Available resources and technical assistance

First and second year Web site milestones do not require that evaluation results meet specific standards. LSC staff do not anticipate that these evaluation results will influence subsequent Web site grant decisions.

With the exception of the Access Challenges Assessment, the LSC Web site evaluation instruments were adapted from instruments developed by the Management and Information Exchange Technology Evaluation Project (TEP). A LSC TIG grant helped support TEP's development of evaluation instruments for Web sites and other technologies. (http://www.lstech.org/TIG/eval/web_client_tools.html.) LSC is very impressed by the high quality of these instruments, which are the product of a multi-year process that incorporated input from a wide-range of state justice community members as well as the findings of tests in several states.

The LSC-prescribed evaluation will not provide grantees with all of the data needed to fully assess the effectiveness of their Web sites. We encourage Web site managers to use the TEP materials and other evaluation tools to obtain the full range of information they need to ensure their Web sites are as effective as possible.

A final preliminary point: we should emphasize that this system should be considered a work in progress. The data we receive and grantees' comments about the relative utility of the system's different components and the ways it can be improved will help us make changes that can improve its effectiveness.

II.   LSC's Evaluation Goals

LSC seeks to achieve the following goals with this evaluation system. In particular, this system will enable LSC to:
1. ***Identify how Web sites can best serve clients, by generating data about the factors and practices that influence Web sites' efficacy in serving the client community***. This information will highlight best practices, resource people and related information. By making these data available to legal services programs, LSC hopes to provide programs with information they can use to strengthen their Web sites and related systems.
2. ***Assist grantees to conduct effective evaluations***. We have identified core elements that we believe grantees should evaluate and we have provided the evaluation tools that we think will equip grantees to conduct these evaluations. Section VI below identifies LSC and other resources that can provide grantees with assistance in completing these evaluations.

3. ***Help individual TIG grantees to generate evaluation information that can inform program management decisions***. The evaluation information grantees obtain through these evaluations can provide insights into ways the Web sites might be modified to better serve clients.

4. ***Produce information about Web site operations that will enable LSC to identify ways to enhance the effectiveness of its Web site grant making strategies***. These data will profile trends about key aspects of Web sites across the country. Based on this knowledge, LSC can adjust its funding priorities to ensure it best supports strategies that enhance Web sites' effectiveness in serving the client community.

5. ***Generate information that can build support in Congress and with other funders for TIG and related initiatives that use technology to increase the quality and quantity of services provided clients***. Currently, we lack sufficient, systematic information about the concrete ways and extent to which Web sites and related systems cost-effectively and meaningfully improve access to justice for low-income communities. Developing these data can enhance the ability of state justice communities to obtain support for these systems from public and private funders at the national, state and local levels.

LSC recognizes that programs may have different or additional evaluation goals. In combination with the tools developed by TEP and others, LSC staff hope that the LSC instruments will help programs achieve their particular evaluation goals.

III.   Client Web Site Evaluation Instruments

Grantees are required to complete the following instruments. These instruments and the information each is designed to generate, including the following.

1. *Client Web-based Statistics* – this provides trend data regarding total usage, page hits, downloads, and unique users. **Instrument**, **Instructions**, **Reporting Form**

2. *Outreach Checklist* – this focuses on items grantees should consider in assessing their outreach activities. **Instrument**, **Instructions**, **Reporting Form**

3. *Access Challenges Assessment* – this provides information about the challenges grantees confront in meeting the needs of populations with groups with particular access problems (e.g., individuals with disabilities, those with limited English proficiency or limited literacy, and those unable to use computers),[1] and the strategies grantees are using and the resources they need to most effectively address those challenges. **Instrument**, **Instructions**, **Reporting Form**

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[1] LSC does **not** expect grantees to meet specific standards in these areas, especially given that no agreed upon standards exist among experts in the field. LSC seeks these data to develop unique national "state of the field" data sets about: the range of access challenges grantees face in using Web-based approaches to serve populations with special needs, the resources needed to address these needs, and successful strategies that have been implemented in this area. These national data sets should help LSC, its grantees, other legal services providers, and other experts and funders to develop approaches better address these challenges.

4. *Community Provider Survey* – this generates information from other providers and community groups about how whether the Web site meets their needs and the needs of their clients and how it might be improved. **Instrument**, **Instructions**, **Reporting Form**
5. *Summary Assessment Report and Grantee Evaluation Feedback Form* – this (a) provides grantees' summary conclusions based on the analysis of evaluation data generated through the other instruments and (b) solicits feedback on the LSC Web site evaluation system. **Instrument**, **Instructions**, **Reporting Form**

IV. Using the Instruments, the Instructions and On-Line Reporting Forms

Each instrument has specifically-tailored instructions and on-line reporting forms. Links provide direct access from each instrument to the appropriate instructions and forms. The instruments and instructions are provided as separate, downloadable PDF forms. The on-line reporting forms cannot be downloaded.

The instructional and informational materials identify the specific information grantees should provide for each instrument and provide instructions about the methods that should be used to generate this information. The instruments also have links to additional guidance and information that grantees may find useful when they use these instruments.

Grantees should use the downloaded instruments to compile and record the evaluation data and then submit the data to LSC using the on-line reporting system.

V. Resource Information and Technical Assistance

Grantees can take advantage of several sources of assistance to complete these evaluation requirements. These include:
1. Information and assistance provided by LSC staff. Contact Bristow Hardin (hardinb@lsc.gov).
2. Assistance provided by Web site "circuit riders" funded through TIG. States using the ProBono.Net (LawHelp) template can obtain assistance from ProBono.Net (http://www.probono.net), those using the Kaivo (Open Source) template can get help from the National Technology Assistance Project (http://lstech.org/ntap).
3. Information about evaluations from on-line and other sources (e.g., the TEP materials, other information of LStech.org)

VI. Conclusion

LSC staff hope that the LSC Web site Evaluation System proves useful to TIG grantees. As indicated at the beginning of this document, this system should be considered a work in progress. The information we receive from grantees regarding the relative utility of

the system's different components and the ways it can be improved will help us make changes that can improve its effectiveness. TIG staff consider this feedback essential, especially given that this will be LSC's and TIG grantees' first use of the system. The Grantee Evaluation Feedback Form is included to facilitate TIG grantees' provision of this information. Staff look forward to receiving the data generated through this system as well as your comments about it.

For questions or additional information, please contact Bristow Hardin, LSC, Office of Program Performance, 202-295-1553, hardinb@lsc.gov